

*****This is only a preview of the exam questions. To take the actual exam, please go back to the official bulletin, and click the exam link at the bottom.*****

Information Systems Technician Specialist II

Information Systems Technician Supervisor II

Service-wide

Training and Experience Evaluation

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The service-wide Information Systems Technician (IST) II (Specialist and Supervisor) examination consists of a training and experience evaluation used to evaluate your education, training and experience.

This Training and Experience Evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Tasks (IST Specialist II and IST Supervisor II)

Instructions:

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	Years of experience I have performed this task for: More than 5 years More than 3 years and up to 5 years More than 1 year and up to 3 years More than 6 months and up to 1 year 0 to 6 months Level at which the task was performed Supervised others on task Performed task as a lead or trained others on task Worked independently on task Worked under direction on or assisted others with task Not performed	EXPERIENCE	LEVEL
1.	Setting up job streams and batch processes to produce files, reports, and information using mainframe and database software.		
2.	Maintaining and organizing inventory, tracking, and documentation of Information Technology (IT) files, processes, and procedures.		
3.	Identifying and resolving technical software application and/or system problems to assist users with functionality.		
4.	Tracking system performance using monitoring and scheduling software to ensure system efficiency.		
5.	Evaluating problems and defining alternative solutions for computer systems to maintain functionality and availability.		
6.	Identifying process changes to assess the impact on applications or systems.		
7.	Reviewing and testing new or existing applications to determine functionality.		

Information Systems Technician II (Specialist and Supervisor)
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8.	Assisting in the implementation of information system upgrades using automated tools to update the security and functionality of the Information Technology (IT) environment.		
9.	Transferring files and data to new equipment and/or computers using servers and peripheral backup tools to assist in replacing equipment or maintaining data integrity.		
10.	Reviewing output files and error logs to assess application or system problems.		
11.	Recovering production data lost due to application and/or system failure using system tools.		
12.	Creating backup and recovery procedures to protect data in the event of disaster in compliance with disaster recovery plans.		
13.	Performing backup and recovery procedures in the event of disaster in compliance with departmental disaster recovery plan.		
14.	Drafting instructions for Information Technology (IT) staff to document job processes and job setup instructions.		
15.	Communicating with end-users, staff, and management on project issues and statuses.		
16.	Assisting Information Technology (IT) staff in the coordination of processing schedules and changes to business requirements as directed by project and/or program groups.		
17.	Providing input to management regarding the time and resources required to complete projects and work assignments.		

Section 2: Knowledge and Abilities (IST Specialist II and IST Supervisor II)

Instructions:

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	Years of experience I have applied this knowledge or ability for: More than 5 years More than 3 years and up to 5 years More than 1 year and up to 3 years More than 6 months and up to 1 year 0 to 6 months	EXPERIENCE
18.	General knowledge of desktop applications such word processing, spreadsheet, database, and presentation software.	
19.	General knowledge of desktop operating system to open files, create folders, copy, transfer, and backup data.	
20.	Knowledge of basic backup and recovery techniques to protect and maintain data integrity.	
21.	Ability to troubleshoot and identify system problems to help in problem resolution.	
22.	Ability to retrieve, compile, and report data according to established procedures to carry out capacity planning, performance monitoring, troubleshooting, and other business functions.	
23.	Ability to coordinate and communicate with customers, management, and staff on project issues and status.	

Section 3: Tasks (IST Supervisor II only)

Instructions:

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	<p>Years of experience I have performed this task for: More than 5 years More than 3 years and up to 5 years More than 1 year and up to 3 years More than 6 months and up to 1 year 0 to 6 months</p> <p>Level at which the task was performed Supervised others on task Performed task as a lead or trained others on task Worked independently on task Worked under direction on or assisted others with task Not performed</p>	EXPERIENCE	LEVEL
24.	Addressing system hardware operating or networking difficulties in response to computer user complaints/issues by documenting problem specifics, providing guidance, or escalating.		
25.	Providing opportunities for staff development using cross training, mentoring, formal training classes, and other development techniques to promote career goals.		
26.	Setting expectations and providing developmental opportunities for staff.		
27.	Encouraging and motivating staff through team building activities, challenging assignments, and recognition.		
28.	Providing guidance and direction to staff to meet organizational goals.		
29.	Directing staff in developing customer service levels by setting and communicating standards and monitoring performance through customer evaluations and feedback.		
30.	Assigning and delegating work to staff.		

Information Systems Technician II (Specialist and Supervisor)
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31.	Evaluating and documenting employee performance and completing employee performance evaluations and/or probation reports.		
32.	Complying with federal and State personnel regulations to ensure fair and equitable treatment of employees.		

Section 4: Knowledge and Abilities (IST Supervisor II only)

Instructions:

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	Years of experience I have applied this knowledge or ability for: More than 5 years More than 3 years and up to 5 years More than 1 year and up to 3 years More than 6 months and up to 1 year 0 to 6 months	EXPERIENCE
33.	Ability to prepare clear, sound, accurate, and informative reports to communicate and meet operational requirements.	
34.	Ability to identify, monitor and resolve problems with Information Technology (IT) systems hardware, software, and processes.	
35.	Ability to train others in the use of software, products, tools, and procedures to ensure an understanding of department standards.	
36.	Knowledge of effective supervisory principles, practices and techniques to appropriately and effectively plan, oversee and direct the work activities of subordinate employees.	
37.	Ability to plan, organize, supervise, direct and oversee the work activities of staff.	
38.	Ability to resolve performance problems by planning and implementing performance improvement measures.	
39.	Ability to establish and maintain priorities and expectations with staff.	
40.	Ability to develop procedures to provide for effective operations.	
41.	Ability to motivate, develop and direct people in the performance of their work to improve the work environment, the quality of work, and increase productivity.	
42.	Knowledge of Equal Employment Opportunity (EEO), Family Medical Leave Act (FMLA), and Americans with Disabilities Act (ADA) policies to ensure compliance and maintain a work environment free from harassment and discrimination.	

Information Systems Technician II (Specialist and Supervisor)
Training and Experience Evaluation

43.	Ability to evaluate staff performance using objective measures to provide feedback and guidance and assist in the ongoing development of staff.	
44.	Ability to facilitate teams and groups to meet organizational goals and objectives.	